

MAC Binder Section 12 –Operational Status & UM Reports

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Located online at <http://chfs.ky.gov/dms/mac.htm>

1- KY MMIS Operational Status Report 2015:

This report is contractual deliverable produced by the Department's fiscal Agent on a monthly basis which summarizes operational duties performed by the Fiscal Agent. It provides statistics related to claims, encounter loads and change orders. In addition, it provides a status update as to the inventory for FFS financial adjustments and the provider relations team activities.



Operational Status Report *Kentucky MMIS Project*

*Cabinet for Health and Family Services
Department for Medicaid Services*

Status Month End September 2015

Cabinet for Health and Family Services Department for Medicaid Services

| | |
|--|---|
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1 Executive Summary

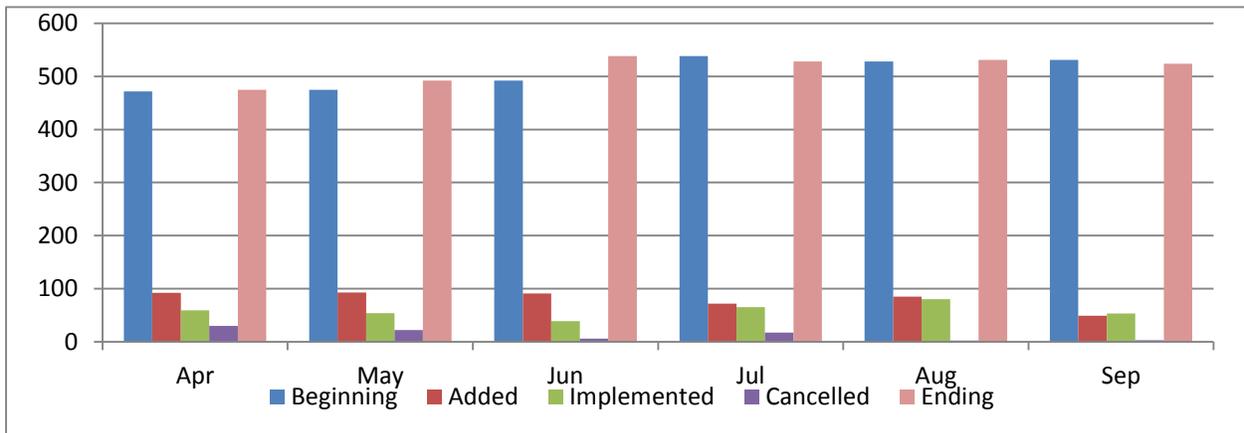
| | September | Page Number |
|---|------------------|--------------------|
| Claims Processed | 735,781 | Page 16 |
| Total Dollars Paid | \$176,613,542.46 | Page 16 |
| Claims Paid | 512,938 | Page 16 |
| Claims Denied | 222,843 | Page 16 |
| % Denied Claims | 30.3% | Page 16 |
| Average Claims Held in Cash Management | 252,937 | N/A |
| Average Dollars Held in Cash Management | \$44,345,872.10 | N/A |
| Capitation Financial Transactions | 8,924,712 | Page 17 |
| Capitation Financial Payments | \$590,843,367.06 | Page 17 |
| Suspended Claims | 2,366 | Page 23 |
| Total Suspended Claims > 90 Days | 291 | Page 23 |
| Provider Services Calls Received | 11,603 | Page 29 |
| Provider Services Current Service Level % | 96% | Page 29 |

Encounter Load Statistics

| Managed Care Organizations (MCOs) | | | | | | |
|--|-----------------------|---------------------|----------------------|----------------------|------------------------|---------------------------|
| | April 2015 | May 2015 | June 2015 | July 2015 | August 2015 | September 2015 |
| Coventry | 995,480 | 1,143,959 | 4,199,607 | 2,060,582 | 1,036,890 | 823,412 |
| Humana | 435,455 | 558,906 | 454,168 | 449,787 | 588,542 | 473,544 |
| Kentucky Spirit | 76 | 126 | 204 | 366 | 49 | 37 |
| Passport (R03) | 3,069 | 184 | 401 | 6,415 | 326 | 50 |
| Passport R31 | 968,177 | 1,238,273 | 965,230 | 971,318 | 1,305,287 | 1,052,136 |
| WellCare | 1,724,674 | 2,704,271 | 2,243,850 | 2,026,319 | 1,892,529 | 829,371 |
| Anthem | 307,088 | 383,690 | 246,923 | 390,367 | 328,028 | 328,140 |
| Other | | | | | | |
| Transportation Encounters | 581,280 | 210,197 | 578,764 | 275,411 | 22* | 600,043 |
| Magellan Pharmacy Claims | 283,886 | 278,322 | 266,869 | 262,454 | 258,524 | 394,508 |
| Totals | 5,299,185 | 6,517,928 | 8,956,016 | 6,443,019 | 5,410,197 | 4,501,241 |

1.1 Change Order and Defect Statistics

| Change Orders / Defects Inventory | Apr | May | Jun | Jul | Aug | Sept |
|-----------------------------------|------------|------------|------------|------------|------------|------------|
| Beginning | 472 | 475 | 492 | 538 | 528 | 531 |
| Added | 92 | 93 | 91 | 72 | 85 | 49 |
| Implemented | 59 | 54 | 39 | 65 | 80 | 53 |
| Cancelled | 30 | 22 | 6 | 17 | 2 | 3 |
| Ending | 475 | 492 | 538 | 528 | 531 | 524 |



1.2 Change Order and Defect Statistics (continued)

| September 2015 | Change Orders | | Defects | | Total | Comments |
|--------------------|---------------|------------|-----------|----------|------------|---|
| | Open | On Hold | Open | On Hold | | |
| DMS Priority | 125 | 94 | 6 | 0 | 225 | |
| Federally Mandated | 4 | 0 | 0 | 0 | 4 | 1 open are included in the Priority list. |
| Non-Priority | 220 | 14 | 61 | 0 | 295 | |
| Totals | 349 | 108 | 67 | 0 | 524 | |

*The priority list consists of 226 Change Orders & Defects.

| September 2015 | Change Orders | | | Defects | | |
|--------------------|---------------|-------------|-----------|----------|-------------|-----------|
| | Added | Implemented | Cancelled | Added | Implemented | Cancelled |
| DMS Priority | 22 | 35 | 2 | 1 | 1 | 0 |
| Federally Mandated | 0 | 3 | 0 | 0 | 0 | 0 |
| Non-Priority | 18 | 8 | 1 | 8 | 6 | 0 |
| Totals | 40 | 46 | 3 | 9 | 7 | 0 |

2 Unplanned System Outages

| A Breakdown Of The Downtime | | |
|-----------------------------|------|--|
| Date | Time | Reason For Downtime |
| | | There were no unplanned outages in September 2015. |

2.1 Billable Hours Usage Summary (Contract Year 2015)

| Month | BILLABLE | UNDECIDED | CCB Approved | Need CCB Review |
|----------|----------|-----------|--------------|-----------------|
| Dec 2014 | 3,050.75 | 0.00 | 3,050.75 | 0.00 |
| Jan 2015 | 3,509.00 | 20.00 | 3,509.00 | 20.00 |
| Feb 2015 | 4,013.50 | 5.00 | 4,012.50 | 6.00 |
| Mar 2015 | 4,097.00 | 43.50 | 4,097.00 | 43.50 |
| Apr 2015 | 3,630.25 | 22.75 | 3,624.75 | 28.25 |
| May 2015 | 3,073.25 | 328.25 | 3,073.00 | 328.50 |
| Jun 2015 | 2,497.75 | 539.25 | 2,497.75 | 539.25 |
| Jul 2015 | 2,918.50 | 336.75 | 2,918.50 | 336.75 |
| Aug 2015 | 3,032.50 | 267.25 | 3,012.50 | 287.25 |
| Sep 2015 | | | | |
| Oct 2015 | | | | |
| Nov 2015 | | | | |

* Each month's time entry is finalized on the 22nd day of the following month.

** These totals INCLUDE hours logged against HBE – Phase II R5 December, HBE – Phase III Post R5, and HBE – SDH hours.

***These totals EXCLUDE HBE – Phase III Realtime hours which are currently under discussion regarding their breakdown.

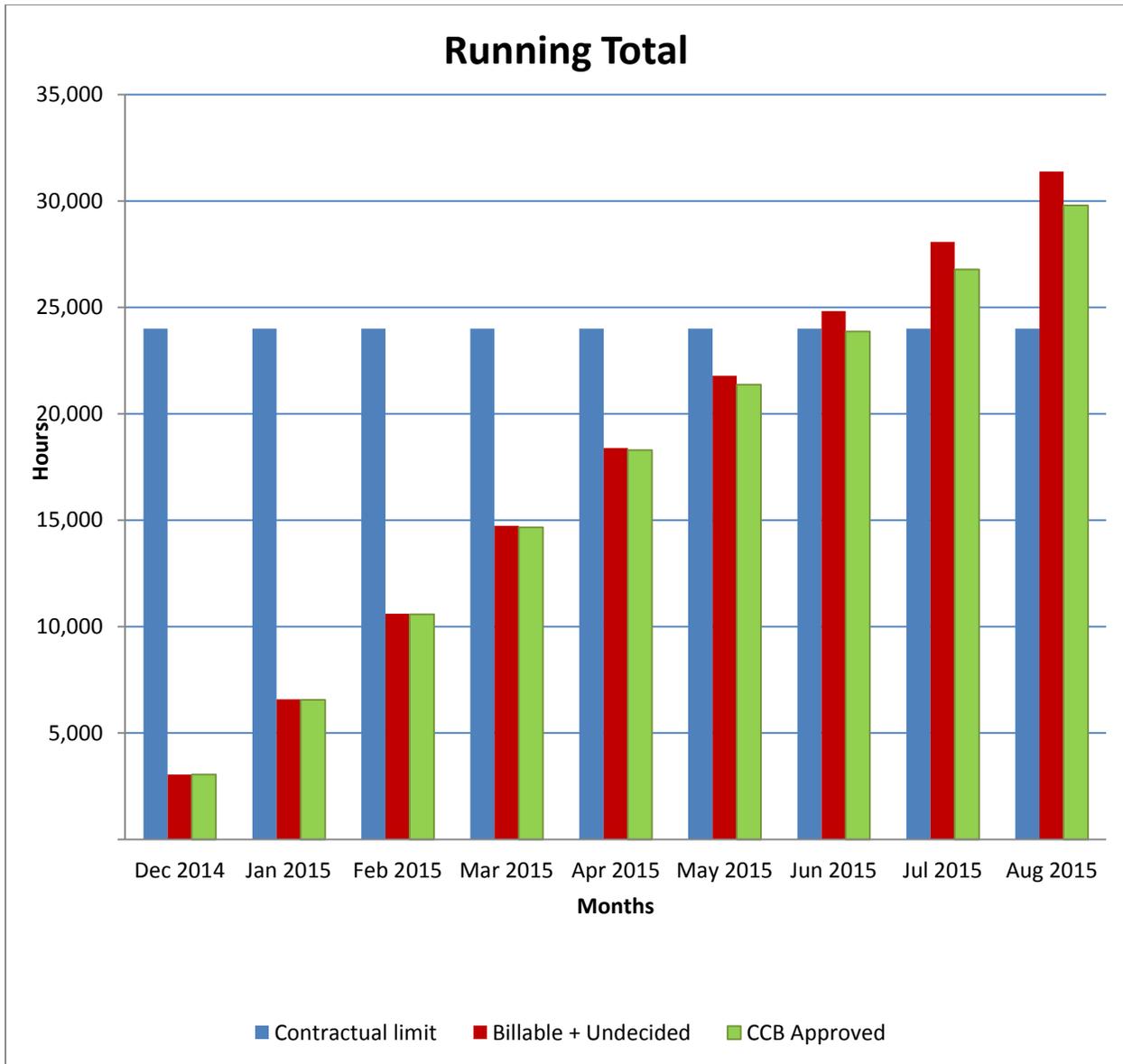
2.2 Running Total (Contract Year 2015)

| Month | Contractual limit | Billable + Undecided | CCB Approved | Billable | Undecided | Need CCB Review |
|----------|-------------------|----------------------|--------------|-----------|-----------|-----------------|
| Dec 2014 | 24,000.00 | 3,050.75 | 3,050.75 | 3,050.75 | 0.00 | 0.00 |
| Jan 2015 | 24,000.00 | 6,579.75 | 6,559.75 | 6,559.75 | 20.00 | 20.00 |
| Feb 2015 | 24,000.00 | 10,598.25 | 10,572.25 | 10,573.25 | 25.00 | 26.00 |
| Mar 2015 | 24,000.00 | 14,738.75 | 14,669.25 | 14,670.25 | 68.50 | 69.50 |
| Apr 2015 | 24,000.00 | 18,391.75 | 18,294.00 | 18,300.50 | 91.25 | 97.75 |
| May 2015 | 24,000.00 | 21,793.25 | 21,367.00 | 21,373.75 | 419.50 | 426.25 |
| Jun 2015 | 24,000.00 | 24,830.25 | 23,864.75 | 23,871.50 | 958.75 | 965.50 |
| Jul 2015 | 24,000.00 | 28,085.50 | 26,783.25 | 26,790.00 | 1,295.50 | 1,302.25 |
| Aug 2015 | 24,000.00 | 31,385.25 | 29,795.75 | 29,822.50 | 1,562.75 | 1,589.50 |
| Sep 2015 | 24,000.00 | | | | | |
| Oct 2015 | 24,000.00 | | | | | |
| Nov 2015 | 24,000.00 | | | | | |

* Each month's time entry is finalized on the 22nd day of the following month.

** These totals now INCLUDE hours logged against HBE – Phase II R5 December, HBE – Phase III Post R5, and HBE – SDH hours.

***These totals EXCLUDE HBE – Phase III Realtime hours which are currently under discussion regarding their breakdown.



3 Monthly Ad hoc Requests

3.1 Inventory Summary

| | Beginning of Month | Received This Month | Closed This Month | DMS Hold | Ending Inventory |
|--------------|--------------------|---------------------|-------------------|----------|------------------|
| Type A | 0 | 1 | 1 | 0 | 0 |
| Type B | 0 | 1 | 1 | 0 | 0 |
| Type C | 0 | 12 | 11 | 1 | 0 |
| Type D | 0 | 4 | 3 | 1 | 0 |
| Type E | 0 | 0 | 0 | 0 | 0 |
| Unspecified | 0 | 0 | 0 | 1 | 0 |
| Total | 0 | 18 | 16 | 3 | 0 |

Type A – completed correctly within twenty-four (24) hours of receipt

Type B – completed correctly and delivered within forty-eight (48) hours of request

Type C – completed correctly and delivered within seven (7) business days of request

Type D – completed correctly and delivered within time frame established by DMS (greater than seven (7) business days)

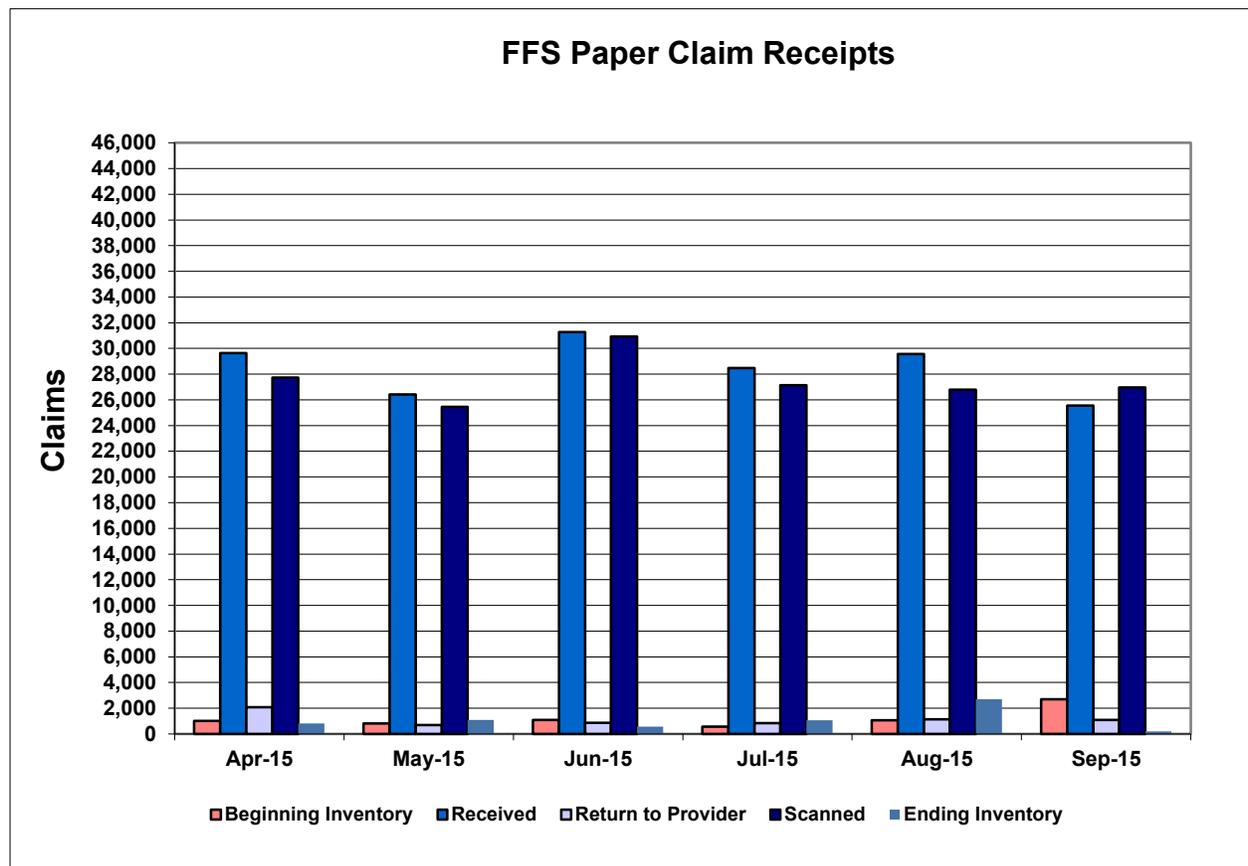
Type E – Emergency reports completed correctly within two (2) hours of submitted request.

3.2 Inventory Detail

| CO # | Type | Requested By | Status | Date Requested | Date Completed | Description |
|-------|------|-------------------|-----------|----------------|----------------|---|
| 24561 | | Anglin, Carrie | On Hold | 20150409 | | FFS Reports without MCO data |
| 25405 | C | Bentley, Tracy | Completed | 20150901 | 20150901 | NR Clients Paducah 03012015-07012015; |
| 25408 | C | Bentley, Tracy | Completed | 20150901 | 20150901 | Modern Care 7100144580 ; 09/01/14-08/31/15 |
| 25410 | C | Bradshaw, Nicole | Completed | 20150902 | 20150904 | outpatient facility ER claims |
| 25413 | C | Bradshaw, Nicole | Completed | 20150902 | 20150904 | provider ER claims |
| 25418 | D | Godshall, Kurt | On Hold | 20150902 | | Medical History pull for Risperdal Litigation |
| 25420 | A | Wells, Phyllis | Completed | 20150902 | 20150903 | s_Keys |
| 25436 | C | Bentley, Tracy | Completed | 20150904 | 20150908 | NR Georgetown Clients |
| 25437 | C | Bentley, Tracy | Completed | 20150904 | 20150908 | NR Clients TownePark |
| 25443 | D | Moccia, Don | Completed | 20150909 | 20150918 | SFY 2017 MCO Rate Setting |
| 25477 | C | Patel, Siddharth | On Hold | 20150918 | | Updated_Actuary_NEMT_RateSetting_SFY2016 |
| 25471 | C | Rhodes, Evette | Completed | 20150921 | 20150925 | PERM ESC Pilot Round 2 Payment Request |
| 25478 | B | Keeling, Michelle | Completed | 20150921 | 20150923 | Ishmael Request |
| 25482 | D | McCarter, Barbara | Completed | 20150922 | 20150923 | ORR 15-416 detail listing & crossover claims |
| 25504 | C | McCarter, Barbara | Completed | 20150925 | 20150930 | Crossover Claims ORR 15-426 |
| 25507 | C | Bradshaw, Nicole | Completed | 20150925 | 20150929 | ER claims_2 |
| 25508 | C | Bradshaw, Nicole | Completed | 20150925 | 20150929 | provider ER claims_2 |
| 25512 | C | Callan, Ellenore | Completed | 20150928 | 20150929 | Behavior Supports |
| 25506 | D | Bentley, Tracy | Completed | 20150925 | 20150929 | Abundant Solutions 11/01/14 - 10/30/15 |

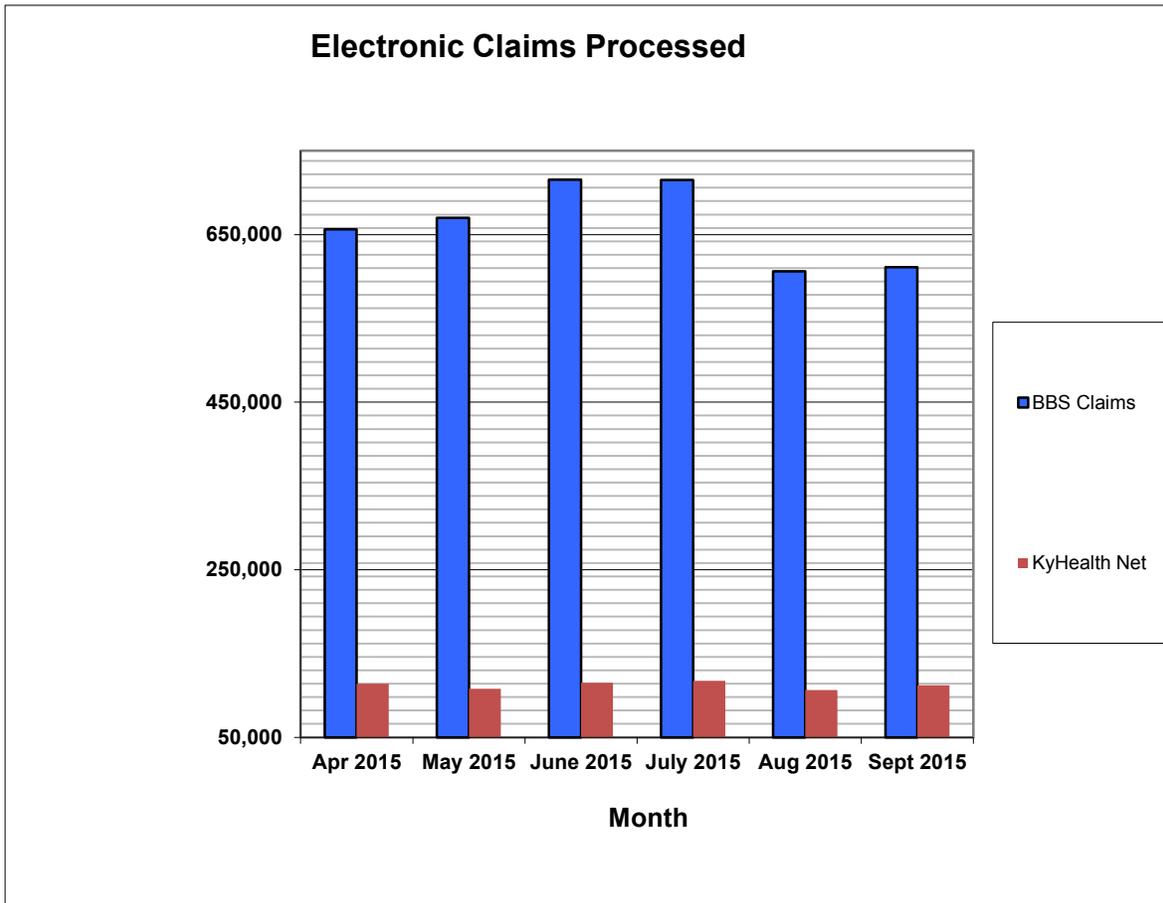
4 FFS Paper Claim Receipt Statistics

| Mailroom | Beginning Inventory | Received | RTP | Scanned | Ending Inventory | Oldest Claim |
|----------------|---------------------|----------|-------|---------|------------------|--------------|
| April 2015 | 999 | 29,643 | 2,080 | 27,741 | 821 | 0 days |
| May 2015 | 821 | 26,416 | 694 | 25,459 | 1,084 | 0 days |
| June 2015 | 1,084 | 31,263 | 855 | 30,921 | 571 | 0 days |
| July 2015 | 571 | 28,465 | 837 | 27,141 | 1,058 | 0 days |
| August 2015 | 1,058 | 29,557 | 1,134 | 26,786 | 2,695 | 0 days |
| September 2015 | 2,695 | 25,552 | 1,093 | 26,968 | 186 | 0 days |



5 Electronic Claims Processed

| | Apr 2015 | May 2015 | June 2015 | July 2015 | Aug 2015 | Sept 2015 |
|---|----------|----------|-----------|-----------|----------|-----------|
| Bulletin Board System Claims Processed | 656,329 | 669,921 | 715,585 | 715,057 | 606,255 | 611,192 |
| Kentucky HealthNet Claims Processed | 114,169 | 107,916 | 114,965 | 117,282 | 106,245 | 112,105 |



6 Monthly FFS Claim Totals by Media

| Begin Date | End Date |
|------------|-----------|
| 9/1/2015 | 9/30/2015 |

| TOTAL | Denied Claims | Paid Claims | | Suspense Claims |
|-------------------|-------------------------|-------------------------|-------------------------|-----------------------|
| | Billed Amount | Billed Amount | Paid Amount | Billed Amount |
| Electronic | \$255,877,552.44 | \$463,164,527.80 | \$168,858,743.99 | \$1,363,556.16 |
| Paper | \$32,314,262.71 | \$24,089,834.76 | \$7,754,798.47 | \$2,805,535.67 |
| TOTAL: | \$288,191,815.15 | \$487,254,362.56 | \$176,613,542.46 | \$4,169,091.83 |

7 Monthly Claims Operations

7.1 FFS Monthly Financial Cycle Summary

| Category | April 2015 | May 2015 | June 2015 | July 2015 | August 2015 | September 2015 |
|---------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Paid Claims | 624,966 | 789,455 | 618,633 | 827,104 | 640,795 | 512,938 |
| Denied Claims | 236,772 | 296,749 | 299,303 | 290,123 | 252,366 | 222,843 |
| Total Adjudicated Claims | 861,738 | 1,086,204 | 917,936 | 1,117,227 | 893,161 | 735,781 |
| Adjustments | 30,390 | 27,948 | 23,685 | 23,496 | 16,905 | 15,123 |
| Total Claims | 992,128 | 1,114,152 | 941,621 | 1,140,723 | 910,066 | 750,904 |
| Suspended/Re-suspended Claims | 6,918 | 5,640 | 3,642 | 6,625 | 7,071 | 2,366 |
| | | | | | | |
| % of Denied Claims | 27.5% | 27.3% | 32.6% | 26.0% | 28.3% | 30.3% |
| Avg \$ per Claim | \$318.16 | \$287.27 | \$199.94 | \$375.98 | \$325.46 | \$344.32 |
| | | | | | | |
| Claim Payment Amount | \$198,837,220.02 | \$226,788,905.99 | \$123,690,963.84 | \$310,971,690.66 | \$208,554,580.94 | \$176,613,542.46 |
| (+) Payouts | \$23,436,110.49 | \$15,775,802.87 | \$101,725.98 | \$3,123,573.43 | \$1,063,387.11 | \$312,480.72 |
| (-) Recoupments | -\$3,605,675.97 | -\$4,640,725.09 | -\$2,110,336.65 | -\$5,879,817.10 | -\$12,855,448.33 | -\$83,716,530.54 |
| Check Issue | \$218,667,654.54 | \$237,923,983.77 | \$121,682,353.17 | \$308,215,446.99 | \$196,762,519.72 | \$93,209,492.64 |
| Capitation Payment | \$595,031,112.93 | \$536,339,601.66 | \$581,476,592.43 | \$590,931,213.01 | \$593,023,719.57 | \$590,843,367.06 |
| Total Paid | \$813,698,767.47 | \$774,263,585.43 | \$703,158,945.60 | \$899,146,660.00 | \$789,786,239.29 | \$684,052,859.70 |

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

| Category | April 2014 | May 2014 | June 2014 | July 2014 | August 2014 | September 2014 |
|---------------------------------|---------------------------|-------------------------|-------------------------|---------------------------|-------------------------|-------------------------|
| Paid Claims | 478,263 | 613,804 | 473,159 | 497,422 | 618,993 | 534,710 |
| Denied Claims | 239,368 | 299,193 | 248,363 | 239,315 | 294,271 | 239,464 |
| Total Adjudicated Claims | 717,631 | 912,997 | 721,522 | 736,737 | 913,264 | 774,174 |
| Adjustments/Claim Credits | 12,154 | 13,953 | 10,092 | 16,223 | 14,636 | 14,099 |
| Total Claims | 729,785 | 926,950 | 731,614 | 752,960 | 927,900 | 788,273 |
| Suspended/Resuspended Claims | 12,268 | 13,623 | 12,376 | 8,717 | 3,197 | 5,065 |
| | | | | | | |
| % of Denied Claims | 33.4% | 32.8% | 34.4% | 32.48% | 32.2% | 30.9% |
| Avg \$ per Claim | \$378.95 | \$350.61 | \$220.46 | \$512.68 | \$364.97 | \$364.19 |
| | | | | | | |
| Claim Payment Amount | \$181,239,101.09 | \$215,204,430.82 | \$104,313,568.58 | \$255,016,091.78 | \$225,913,034.94 | \$194,735,154.30 |
| (+) Payouts | \$704,261.22 | \$48,578,167.25 | \$351,861.31 | \$5,968,536.67 | \$3,486,034.64 | \$895,918.39 |
| (-) Recoupments | -\$3,142,111.84 | -\$3,117,382.62 | -\$2,142,915.44 | -\$3,254,747.61 | -\$6,269,978.20 | -\$5,243,582.40 |
| Check Issue | \$178,801,250.47 | \$260,665,215.45 | \$102,522,514.45 | \$257,729,880.84 | \$223,129,091.38 | \$190,387,490.29 |
| Capitation Payment | \$992,193,826.21 | \$505,391,986.27 | \$15,458,556.48 | \$1,019,260,670.96 | \$574,469,238.10 | \$548,904,752.11 |
| Total Paid | \$1,170,995,076.68 | \$766,057,201.72 | \$117,981,070.93 | \$1,276,990,551.80 | \$797,598,329.48 | \$739,292,242.40 |

Note: Claim Payment Amount divided by Paid Claims = Avg \$ per Claim

Total Denied Claims divided by Total Adjudicated Claims = % of Denied Claims

7.2 Monthly MCO & NEMT Capitations

| Begin Date | End Date |
|------------|-----------|
| 9/1/2015 | 9/30/2015 |

| MCO | Regular Capitations | | Reconciliation (Recoup & Payout) Capitations | | Totals | |
|-----------------|---------------------|-------------------------|--|------------------------|------------------|-------------------------|
| | Count | Amount | Count | Amount | Count | Amount |
| ANTHEM | 78,277 | \$37,431,878.16 | 33,102 | \$4,366,116.85 | 111,379 | \$41,797,995.01 |
| COVENTRY | 285,336 | \$114,834,689.51 | 279,064 | \$5,892,233.57 | 564,400 | \$120,726,923.08 |
| HUMANA | 115,288 | \$58,027,399.33 | 66,470 | \$4,243,592.57 | 181,758 | \$62,270,991.90 |
| KENTUCKY SPIRIT | | | | | | |
| NEMT | 1,189,043 | \$8,587,442.11 | 838,732 | \$972,588.85 | 2,027,775 | \$9,560,030.96 |
| PASSPORT | 259,813 | \$129,224,508.71 | 194,961 | \$9,774,077.88 | 454,774 | \$138,998,586.59 |
| WELLCARE | 424,055 | \$206,494,974.20 | 340,583 | \$10,993,865.32 | 764,638 | \$217,488,839.52 |
| Sum: | 2,351,812 | \$554,600,892.02 | 1,753,594 | \$36,242,475.04 | 4,105,406 | \$590,843,367.06 |

7.2 Monthly MCO & NEMT Capitations (continued)

| NEMT | Cap Transactions | Amount Paid |
|--|-------------------------|-----------------------|
| AUDUBON AREA COMMUNITY SERVICES INC/GRITS | 75,942 | \$384,105.24 |
| L.K.L.P. C.A.C., INC REGION 1 | 2,614 | \$0.00 |
| PENNYRILE ALLIED COMSERVICES, INC | 88,423 | \$349,652.22 |
| AUDUBON AREA COMM SRVC | 92,685 | \$372,274.35 |
| L.K.L.P. C.A.C., INC REGION 4 | 111,752 | \$427,059.60 |
| LKLP CAC INC REGION 5 | 159,686 | \$970,037.71 |
| FEDERATED TRANSPORTATION SERVICES | 367,610 | \$1,889,696.50 |
| BLUE GRASS COMMUNITY ACTION AGENCY INC | 128,604 | \$447,442.37 |
| LKLP CAC INC REGION 9 | 146,934 | \$565,625.00 |
| LKLP COMMUNITY ACTION | 2 | -\$14.00 |
| FEDERATED TRANSPORTATION SERVICES | 100,948 | \$434,586.40 |
| FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS | 223,275 | \$1,153,290.80 |
| RURAL TRANSIT ENTERPRISES | 200,321 | \$1,089,451.20 |
| LKLP COMMUNITY ACTION | 119,666 | \$613,170.66 |
| SANDY VALLEY TRANSPORTATION | 88,244 | \$437,043.80 |
| LKLP CAC INC REGION 15 | 91,635 | \$318,157.71 |
| LICKING VALLEY COMMUNITY ACTION PROGRAM INC | 29,434 | \$108,451.40 |
| TOTAL | 2,027,775 | \$9,560,030.96 |

7.3 FFS Adjudicated Original Claims (By Claim)

| Begin Date | End Date |
|------------|-----------|
| 9/1/2015 | 9/30/2015 |

| Paper Claims | April 2015 | May 2015 | June 2015 | July 2015 | August 2015 | September 2015 |
|-------------------------------|---------------|---------------|---------------|---------------|---------------|----------------|
| Paid | 8,486 | 9,829 | 7,503 | 9,510 | 8,615 | 7,475 |
| Denied | 11,433 | 13,816 | 12,781 | 14,810 | 12,633 | 13,928 |
| Total | 19,919 | 23,645 | 20,284 | 24,320 | 21,248 | 21,403 |
| % of Total Adjudicated Claims | 2.31% | 2.18% | 2.21% | 2.18% | 2.38% | 2.35% |
| % of Paper Denied Claims | 57.40% | 58.43% | 63.01% | 60.90% | 59.46% | 65.07% |

Note: Total Adjudicated Paper Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied Paper Claims divided by Total Adjudicated Claims = % of Denied Claims.

| Electronic Claims | April 2015 | May 2015 | June 2015 | July 2015 | August 2015 | September 2015 |
|-------------------------------|----------------|------------------|----------------|------------------|----------------|----------------|
| Paid | 616,480 | 779,626 | 611,130 | 817,594 | 632,180 | 653,687 |
| Denied | 225,339 | 280,933 | 286,522 | 275,313 | 239,733 | 235,856 |
| Total | 841,819 | 1,060,559 | 897,652 | 1,092,907 | 871,913 | 889,543 |
| % of Total Adjudicated Claims | 97.69% | 97.82% | 97.79% | 97.82% | 97.62% | 97.65% |
| % of Electronic Denied Claims | 26.77% | 26.49% | 31.92% | 25.19% | 27.50% | 26.51% |

Note: Total Adjudicated Electronic Claims divided by Total Adjudicated Claims = % of Total Adjudicated Claims. Total Denied electronic Claims divided by Total Adjudicated Claims = % of Denied Claims.

7.4 Monthly FFS Top Ten Procedure Codes

| Begin Date | End Date |
|------------|------------|
| 09/01/2015 | 09/30/2015 |

| Procedure | Description | Member Count | Claim Count | Amount Paid |
|-----------|------------------------------|--------------|-------------|-----------------|
| T2016 | HABIL RES WAIVER PER DIEM | 3,761 | 31,126 | \$16,634,042.88 |
| S5108 | HOMECARE TRAIN PT 15 MIN | 8,734 | 36,692 | \$15,037,795.91 |
| T1015 | CLINIC SERVICE | 85,659 | 126,120 | \$9,920,070.92 |
| T2021 | DAY HABIL WAIVER PER 15 MIN | 4,853 | 31,419 | \$5,190,193.56 |
| T2022 | CASE MANAGEMENT, PER MONTH | 12,354 | 15,372 | \$4,140,350.56 |
| 99213 | OFFICE/OUTPATIENT VISIT EST | 15,764 | 33,032 | \$2,790,788.24 |
| S5100 | ADULT DAYCARE SERVICES 15MIN | 2,915 | 19,192 | \$2,704,339.69 |
| H0004 | ALCOHOL AND/OR DRUG SERVICES | 3,278 | 8,372 | \$2,670,712.30 |
| 97535 | SELF CARE MNGMENT TRAINING | 2,015 | 7,091 | \$2,213,789.46 |
| T1019 | PERSONAL CARE SER PER 15 MIN | 538 | 2,432 | \$1,962,122.79 |

7.5 Monthly FFS Top Ten Diagnosis Codes

| Diagnosis | Description | Member Count | Claim Count | Amount Paid |
|-----------|--------------------------|--------------|-------------|-----------------|
| 317 | MILD INTELLECT DISABILTY | 4,295 | 29,684 | \$12,287,226.80 |
| 3180 | MOD INTELLECT DISABILITY | 3,024 | 18,789 | \$7,253,344.03 |
| 3182 | PROFND INTELLCT DISABLTY | 542 | 1,914 | \$6,527,327.31 |
| 3310 | ALZHEIMER'S DISEASE | 1,561 | 2,451 | \$6,145,886.60 |
| 3181 | SEV INTELLECT DISABILITY | 803 | 6,074 | \$5,407,184.85 |
| 318 | OTHER MENTAL RETARDATION | 2,351 | 10,120 | \$4,010,923.87 |
| 496 | CHR AIRWAY OBSTRUCT NEC | 4,810 | 8,772 | \$3,959,081.45 |
| 29900 | AUTISTIC DISORD-CURRENT | 2,445 | 12,859 | \$3,913,214.35 |
| 319 | INTELLECT DISABILITY NOS | 1,344 | 9,542 | \$3,472,505.80 |
| V5789 | REHABILITATION PROC NEC | 858 | 1,326 | \$3,344,444.30 |

7.6 Monthly MCO Top Ten Procedure Codes

| Begin Date | End Date |
|------------|-----------|
| 9/1/2015 | 9/30/2015 |

| Procedure | Description | Member Count | Claim Count | Amount Paid |
|-----------|------------------------------|--------------|-------------|----------------|
| 99213 | OFFICE/OUTPATIENT VISIT EST | 179,714 | 236,378 | \$9,534,184.95 |
| 99284 | EMERGENCY DEPT VISIT | 37,276 | 44,900 | \$5,962,422.08 |
| 99283 | EMERGENCY DEPT VISIT | 46,342 | 57,144 | \$4,824,685.79 |
| 99214 | OFFICE/OUTPATIENT VISIT EST | 66,569 | 79,369 | \$4,800,744.59 |
| A0120 | NONER TRANSPORT MINI-BUS | 11,609 | 221,602 | \$4,460,537.65 |
| A0100 | NONEMERGENCY TRANSPORT TAXI | 7,797 | 193,894 | \$3,896,715.03 |
| 99285 | EMERGENCY DEPT VISIT | 19,657 | 23,467 | \$3,723,557.59 |
| A0130 | NONER TRANSPORT WHEELCH VAN | 4,498 | 103,839 | \$3,362,512.18 |
| 90837 | PSYTX PT&/FAMILY 60 MINUTES | 15,313 | 24,232 | \$2,623,051.45 |
| T2023 | TARGETED CASE MGMT PER MONTH | 5,236 | 6,278 | \$2,196,563.20 |

Note: Data taken from encounters received from the Managed Care Organizations

7.7 Monthly MCO Top Ten Diagnosis Codes

| Diagnosis | Description | Member Count | Claim Count | Amount Paid |
|-----------|--------------------------|--------------|-------------|----------------|
| V202 | ROUTIN CHILD HEALTH EXAM | 33,418 | 35,984 | \$3,363,417.41 |
| 0389 | SEPTICEMIA NOS | 651 | 1,108 | \$3,261,413.35 |
| V3000 | SINGLE LB IN-HOSP W/O CS | 2,215 | 3,134 | \$2,962,812.44 |
| V5811 | ANTINEOPLASTIC CHEMO ENC | 571 | 986 | \$2,790,306.05 |
| 78650 | CHEST PAIN NOS | 12,052 | 18,142 | \$2,764,543.65 |
| V3001 | SINGLE LB IN-HOSP W CS | 1,092 | 1,614 | \$2,292,028.76 |
| 30400 | OPIOID DEPENDENCE-UNSPEC | 4,510 | 10,625 | \$2,171,872.19 |
| 31401 | ATTN DEFICIT W HYPERACT | 11,997 | 22,471 | \$1,957,006.44 |
| 7242 | LUMBAGO | 15,459 | 21,835 | \$1,882,297.61 |
| 78900 | ABDMNAL PAIN UNSPCF SITE | 10,768 | 13,720 | \$1,829,621.50 |

Note: Data taken from encounters received from the Managed Care Organizations

7.8 Monthly FFS Top Ten Denial Reasons (By Detail Line)

| Error | Description | Number of Denials | % of Top Ten |
|---------------|--|-------------------|--------------|
| 1010 | Rendering Provider Not A Mem Of Billing Grp | 16,911 | 16.2% |
| 4021 | No Coverage for Billed Procedure | 16,717 | 16.0% |
| 2017 | Services Covered Under Member's MCO Plan | 13,207 | 12.7% |
| 5001 | Exact Duplicate | 9,391 | 9.0% |
| 1036 | Rendering Prov Type/Claim Type Invalid | 8,851 | 8.5% |
| 4804 | No Contract for Billed Rev Code | 8,759 | 8.4% |
| 3317 | This Service was not Approved by Medicare | 8,449 | 8.1% |
| 3305 | Member Requires Valid PT Liability for DOS | 8,087 | 7.8% |
| 1955 | Cannot Determine Medicaid Nbr for Billing Prov | 7,242 | 7.0% |
| 4407 | Bnft Plan/Aid Categ Restriction for Cov Rev Code | 6,987 | 6.7% |
| Totals | | 104,601 | 58.4% |

Total Denied Details – 179,232

Note: Total # of top ten denials (104,601) divided by total denied details (179,232) = % of top ten denials (58.4%)

7.9 Monthly FFS Top Ten Suspense Reasons (By Detail Line)

| Error | Description | Number of Failures | % of Top Ten |
|---------------|---|--------------------|--------------|
| 4405 | Unable to Assign Provider Contract | 4,189 | 60.5% |
| 3395 | Hospice Eligibility | 604 | 8.8% |
| 5001 | Exact Duplicate | 379 | 5.5% |
| 4014 | No Pricing Segment on File | 373 | 5.4% |
| 1046 | Facility Provider is not Eligible | 315 | 4.6% |
| 3597 | MFP Assignment Plan & Program Code Conflict | 292 | 4.3% |
| 1047 | Billing Provider is not Eligible | 262 | 3.8% |
| 2001 | Member ID Number not on File Recycle | 259 | 3.8% |
| 3310 | No Rate on File for Provider | 156 | 2.3% |
| 3001 | PA Not Found on Database | 103 | 1.5% |
| Totals | | 6,932 | 82.3% |

Total Suspended Details – 8,423

Note: Total # of top ten failures (6,932) divided by total suspended details (8,423) = % of top ten suspense (82.3%)

7.9 FFS Suspended Original Claims by Age (By Claim)

| Category | April 2015 | | May 2015 | | June 2015 | | July 2015 | | August 2015 | | September 2015 | |
|--------------|--------------|-------|--------------|-------|--------------|-------|--------------|-------|--------------|-------|----------------|-------|
| | Details | Pct. | Details | Pct. |
| 0-30 days | 6,494 | 93.87 | 5,211 | 92.39 | 3,271 | 89.81 | 6,254 | 95.91 | 6,686 | 94.55 | 1,997 | 84.40 |
| 31-60 days | 73 | 1.06 | 50 | .89 | 35 | .96 | 63 | .95 | 82 | 1.16 | 55 | 2.32 |
| 61-90 days | 38 | .55 | 59 | 1.05 | 31 | .85 | 14 | .21 | 45 | .64 | 23 | .98 |
| 91+ days | 313 | 4.52 | 320 | 5.67 | 305 | 8.38 | 294 | 2.93 | 258 | 3.65 | 291 | 12.30 |
| Total | 6,918 | | 5,640 | | 3,642 | | 6,625 | | 7,071 | | 2,366 | |

7.10 FFS Claims Suspense Over 30 Days by Responsible Unit (By Claim)

| Category | April 2015 | May 2015 | June 2015 | July 2015 | August 2015 | September 2015 | Oldest Julian Date |
|--------------|------------|------------|------------|------------|-------------|----------------|--------------------|
| Resolutions | 113 | 88 | 46 | 11 | 43 | 29 | 15-239 |
| Med.Review | 0 | 8 | 0 | 3 | 6 | 0 | 0 |
| TPL | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Adjustments | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Recycle | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| DMS | 311 | 333 | 325 | 357 | 336 | 340 | 12-128 |
| Total | 424 | 429 | 371 | 371 | 385 | 369 | |

8 Monthly Third-Party Liability

8.1 FFS Third-Party Liability Monthly Activity

| Third Party Liability | Begin Inv | Received | Worked | To DMS | Ending Inventory | Oldest Date |
|--------------------------------------|--------------|---------------|---------------|----------|------------------|-------------|
| PA40-Kames/Eligibles with Other Ins. | 1,080 | 9,224 | 8,487 | 0 | 1,817 | 8 days |
| CS40-Child Support | 0 | 482 | 482 | 0 | 0 | 0 days |
| SSI-Local Offices | 0 | 0 | 0 | 0 | 0 | 0 days |
| TPL Edits | 35 | 603 | 608 | 0 | 30 | 2 days |
| Accident/Trauma Leads | 0 | 0 | 0 | 0 | 0 | 0 days |
| DMS Attorney | 0 | 0 | 0 | 0 | 0 | 0 days |
| RUSH Attorney | 0 | 0 | 0 | 0 | 0 | 0 days |
| HP Attorney | 139 | 210 | 181 | 0 | 168 | 0 days |
| TPL Checks | 0 | 119 | 104 | 0 | 15 | 3 days |
| TPL Mail | 995 | 3,220 | 3,423 | 0 | 792 | 12 days |
| KHIPP | 0 | 371 | 371 | 0 | 0 | 0 days |
| Total | 2,249 | 14,229 | 13,656 | 0 | 2,822 | |

9 Monthly Finance/Adjustments

9.1 Monthly FFS Financial – Accounts Receivable

| Category | Beginning Inventory | Received | Keyed | Return to Provider | To DMS | On Hold | Ending Inventory | Age Oldest AR |
|-------------------------------|---------------------|----------|-------|--------------------|--------|---------|------------------|---------------|
| Accounts Receivable Set-up | 1 | 81 | 82 | 0 | 0 | 0 | 0 | 0 days |
| Payouts | 0 | 20 | 19 | 0 | 1 | 0 | 0 | 0 days |
| Accounts Receivable Updates | 0 | 8 | 8 | 0 | 0 | 0 | 0 | 0 days |
| Accounts Receivable Transfers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 days |
| Total | 1 | 109 | 109 | 0 | 1 | 0 | 0 | |

9.2 Monthly FFS Financial - Checks

| Category | Beginning | Received | Completed | Ending | Age Oldest Check |
|------------------|-----------|----------|-----------|--------|------------------|
| Provider Warrant | 8 | 7 | 7 | 8 | 1 day |
| HP Financial | 198 | 391 | 428 | 161 | 4 days |
| DMS Financial | 72 | 184 | 193 | 63 | 3 days |
| Total | 278 | 582 | 628 | 232 | |

9.3 Monthly FFS Financial – Adjustments

| Category | Beginning Inventory | Received | Completed | Returns | Ending Inventory | Age Oldest Adj |
|---------------|---------------------|----------|-----------|---------|------------------|----------------|
| Professional | 13 | 120 | 78 | 36 | 19 | 1 day |
| Institutional | 49 | 100 | 90 | 47 | 12 | 1 day |
| Voids | 52 | 244 | 239 | 32 | 25 | 1 day |
| Total | 114 | 464 | 407 | 115 | 56 | |

9.4 Monthly FFS Financial - Mass Adjustments

| Category | Beginning Inventory | Received (plus) | Released (minus) | Deleted (minus) | Zero Claims Pulled (minus) | Ending Inventory | On Hold | DMS Review |
|--|---------------------|-----------------|------------------|-----------------|----------------------------|------------------|------------|------------|
| Mass Adjustment (region 52) | 612 | 155 | 64 | 1 | 38 | 664 | 664 | 0 |
| SE Processed Adjustment (region 58) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Suppl Pymt Mass Adjustment (region 88) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 612 | 155 | 64 | 1 | 38 | 664 | 664 | 0 |

10 Provider Relations

10.1 Provider Field Representatives

10.1.1 Provider Visits

September 4, 2015

Kelly Gregory, HP Provider Field Representative, conducted an on-site provider visit with A Brighter Choice on September 4, 2015. The visit was held at the Hewlett Packard Enterprise training room. The provider requested an on-site visit to review billing and navigation of KYHealth Net. During the visit we reviewed each of the KYHealth Net Panels in their entirety. We also viewed kymmis.com and chfs.ky.gov. Those who attended from the provider's office were: Linda Dye and Matt Buckley.

10.2 Conference Calls (Calls Greater Than 30 Minutes)

September 3, 2015

Kelly Gregory, HP Provider Field Representative, conducted a conference call with Brock Medical LLC on September 3, 2015. The provider requested a conference call to review Fee-for-Service claims and Managed Care encounters. We also reviewed Kentucky Medicaid billing instructions. Those who attended the conference call were: Tanya Deane.

September 16, 2015

Vicky Hicks, HP Provider Field Representative, conducted a conference call with A Step Ahead Pediatric Therapy on September 16, 2015. The provider requested a conference call to review KYHealth Net and the provider billing instructions. Those who attended the conference call were: Pam Taulbee.

September 16, 2015

Vicky Hicks, HP Provider Field Representative, conducted a conference call with FINCK Supported Living Services on September 16, 2015. The provider requested a conference call to review claims processing, how to perform billing follow-up, and general billing instructions. Those who attended the conference call were: Cathy Kelihar

September 23, 2015

Kelly Gregory, HP Provider Field Representative, conducted a conference call with Manchester Memorial Hospital on September 23, 2015. The provider requested a conference call to review supplemental claims and how wrap payments are configured. Those who attended the conference call were: Connie, Tammy, and Brendan.

10.1 Conference Calls (continued)

(Calls Greater Than 30 Minutes)

September 25, 2015

Vicky Hicks, HP Provider Field Representative, conducted a conference call with FINCK Supported Living Services on September 25, 2015. The provider requested a follow-up conference call to review claims processing, how to perform billing follow-up, file adjustments, and general billing instructions. Those who attended the conference call were: Cathy Kelihar

September 29, 2015

Vicky Hicks, HP Provider Field Representative, conducted a conference call with FINCK Supported Living Services on September 29, 2015. The provider requested a follow-up conference call to review reading her remittance statement correctly. Those who attended the conference call were: Cathy Kelihar

10.2 Association Meetings

There were no association meetings in September 2015.

10.3 Provider Contacts

| | |
|------------------|------------|
| Provider Calls | 124 |
| Provider E-mails | 597 |
| Total | 721 |

Total number of calls and e-mails between Provider Field Representatives and Providers during the month.

10.4 Provider Workshops

September 11, 2015

Kelly Gregory, HP Provider Field Representatives, conducted a Prenatal PE Provider Workshop Webinar on September 11, 2015 at 9:30 A.M.

The workshop was requested by provider Healthfirst Bluegrass Inc. to become certified as a PE provider. There were 4 employees who attended.

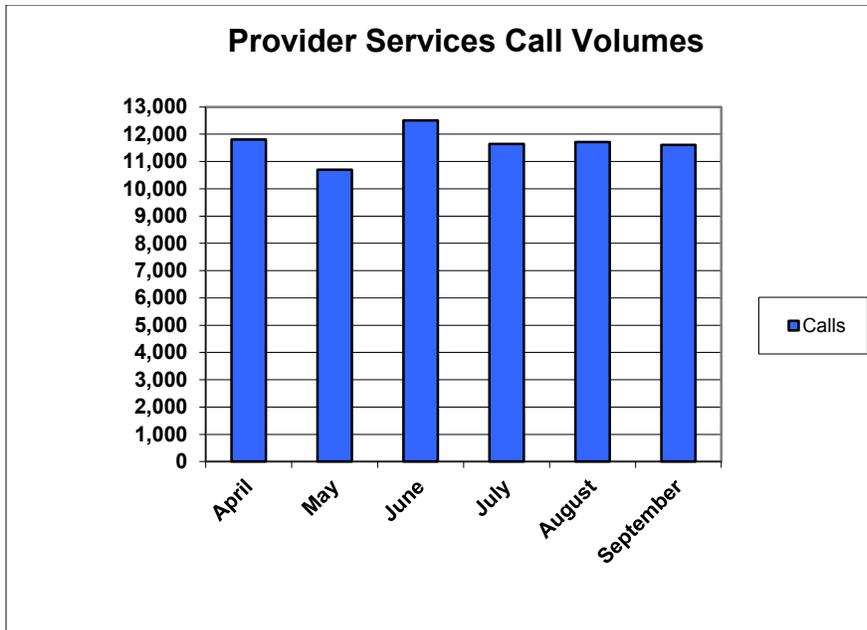
10.5 Provider Services

10.5.1 Provider Services

| Category | April 2015 | May 2015 | June 2015 | July 2015 | August 2015 | September 2015 |
|-----------------------|---------------|---------------|---------------|---------------|---------------|----------------|
| % Service Level | 94% | 96% | 96% | 96% | 97% | 96% |
| Abandoned Calls | 704 | 475 | 535 | 414 | 351 | 442 |
| Avg Speed Ans | 1:52 | 1:56 | 1:25 | 1:04 | .55 | 1:06 |
| | | | | | | |
| Incoming Calls | 11,808 | 10,698 | 12,506 | 11,646 | 11,707 | 11,603 |
| Paper Correspondence | 449 | 327 | 337 | 304 | 395 | 277 |
| E-Mail Correspondence | 213 | 207 | 324 | 285 | 319 | 271 |
| Fax | 23 | 13 | 28 | 10 | 7 | 18 |
| Total* | 12,493 | 11,245 | 13,195 | 12,245 | 12,428 | 12,169 |
| | | | | | | |
| HP Callbacks | 123 | 160 | 117 | 113 | 84 | 121 |

*Total of Calls, Paper Correspondence, E-Mail Correspondence, and Faxes

Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.



10.5.2 Top 5 Provider Calls

1. Claim Status
2. Member Services/Member Calls
3. Billing Help
4. Prior Authorizations
5. Check Amounts

10.5.3 Notable Topics

1. Reason for claim denial or suspended. How to get the MCO to void the claim in order for Medicaid to process the claim?
2. Which MCO the member has & MAP 552 questions? Calls from providers wanting to know how to get the member's file corrected to show whether the member is traditional Medicaid or managed care. Calls from members wanting to know if they are eligible for Medicaid and which MCO are they enrolled and how to change the MCO.
3. Timely filing – CMS 1500 Crossover EOMB Form (is this form completed if Medicare pays or if Medicare denies).
4. What is the PA number and how do I correct the overlapping dates?
5. Questions about the Attestation or enhanced checks and questions about payouts and recoupments. Questions about the EHR checks.

10.6 Commonwealth Training

10.6.1 Current Activities

The following instructor-led training classes were offered by HP in September 2015:

- **Mechanics of Claims Processing** (September 1) 4 attended
 - Leeta Williams, Division of Policy & Operations Pharmacy Branch
 - Trista Chapman, Division of Policy & Operations Pharmacy Branch
 - Kasie Purvis, OATS
 - Samantha McKinley, Division of Policy & Operations Pharmacy Branch
- **Member Subsystem** (September 3) 2 attended
 - Trista Chapman, Division of Policy & Operations Pharmacy Branch
 - Kasie Purvis, OATS
- **Provider Subsystem** (September 8) 3 attended
 - Trista Chapman, Division of Policy & Operations Pharmacy Branch
 - Kasie Purvis, OATS
 - W. Parrish Baker, Program Integrity
- **Prior Authorization Subsystem** (September 10) 1 attended
 - W. Parrish Baker, Program Integrity
- **Reference Subsystem** (September 14) 4 attended
 - Leeta Williams, Division of Policy & Operations Pharmacy Branch
 - Trista Chapman, Division of Policy & Operations Pharmacy Branch
 - Kasie Purvis, OATS
 - W. Parrish Baker, Program Integrity
- **Claims Subsystem** (September 15) 4 attended
 - Jeana Jolly, Division of Policy & Operations Benefit Branch
 - Leeta Williams, Division of Policy & Operations Pharmacy Branch
 - Trista Chapman, Division of Policy & Operations Pharmacy Branch
 - Kasie Purvis, OATS
- **Claim Edits, Audits and Rules** (September 17) 4 attended
 - Jeana Jolly, Division of Policy & Operations Benefit Branch
 - Leeta Williams, Division of Policy & Operations Pharmacy Branch
 - Trista Chapman, Division of Policy & Operations Pharmacy Branch
 - Kasie Purvis, OATS
- **Financial Subsystem** (September 21) 3 attended
 - Leeta Williams, Division of Policy & Operations Pharmacy Branch
 - Trista Chapman, Division of Policy & Operations Pharmacy Branch
 - Kasie Purvis, OATS
- **OnBase Application** (September 22) 1 attended
 - W. Parrish Baker, Program Integrity
- **Encounters** (September 24) 2 attended
 - Trista Chapman, Division of Policy & Operations Pharmacy Branch
 - Kasie Purvis, OATS

10.8.1 Current Activities (continued)

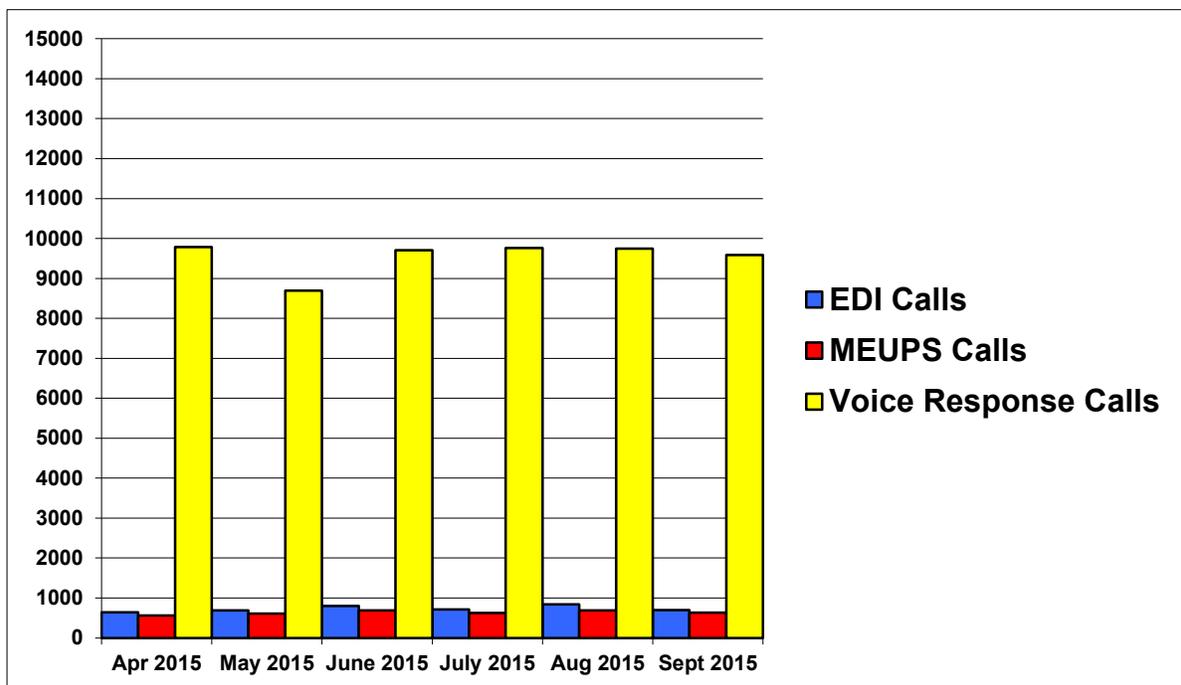
- **Encounter Reports** (September 24) 2 attended
 - Trista Chapman, Division of Policy & Operations Pharmacy Branch
 - Kasie Purvis, OATS
- **Special In Depth Training** (September 28) 4 attended
 - Leeta Williams, Division of Policy & Operations Pharmacy Branch
 - Trista Chapman, Division of Policy & Operations Pharmacy Branch
 - Kasie Purvis, OATS
 - Samantha McKinley, Division of Policy & Operations Pharmacy Branch

Staff members' supervisors are sent a confirmation via email of attendance.

11 EDI Customer/Provider Interaction

11.1 Electronic Data Interchange Calls Received

| Category | Apr 2015 | May 2015 | June 2015 | July 2015 | Aug 2015 | Sept 2015 |
|----------------------|----------|----------|-----------|-----------|----------|-----------|
| EDI Calls | 645 | 693 | 804 | 716 | 837 | 697 |
| MEUPS Calls | 563 | 613 | 693 | 627 | 692 | 633 |
| Voice Response Calls | 9,788 | 8,698 | 9,703 | 9,761 | 9,747 | 9,587 |



Expanded Call Data

| Month | EDI Calls | Abandoned Calls | Avg. Speed of Answer | Avg. Talk Time | |
|-----------|-----------|-----------------|----------------------|----------------|-----|
| April | 645 | 11 | :15 | 2:57 | 98% |
| May | 693 | 11 | :16 | 3:00 | 98% |
| June | 804 | 9 | :10 | 2:40 | 98% |
| July | 716 | 7 | :06 | 3:09 | 99% |
| August | 837 | 9 | :05 | 2:25 | 98% |
| September | 697 | 6 | :06 | 2:51 | 99% |

Expanded Call Data (continued)

| Month | MEUPS Calls | Abandoned Calls | Avg. Speed of Answer | Avg. Talk Time | |
|-----------|-------------|-----------------|----------------------|----------------|-----|
| April | 563 | 10 | :20 | 2:09 | 98% |
| May | 613 | 17 | :16 | 2:05 | 97% |
| June | 693 | 7 | :10 | 2:11 | 98% |
| July | 627 | 12 | :12 | 2:03 | 98% |
| August | 692 | 4 | :07 | 1:54 | 99% |
| September | 633 | 5 | :04 | 2:01 | 99% |

| Month | Voice Response Calls | Abandoned Calls | Avg. Speed of Answer | Avg. Talk Time | |
|-----------|----------------------|-----------------|----------------------|----------------|-----|
| April | 9,788 | 104 | :01 | 1:39 | 99% |
| May | 8,698 | 118 | :01 | 1:40 | 98% |
| June | 9,703 | 121 | :01 | 1:40 | 98% |
| July | 9,761 | 192 | :01 | 1:38 | 98% |
| August | 9,747 | 145 | :01 | 1:37 | 98% |
| September | 9,587 | 324 | :01 | 1:34 | 97% |

*Formula for % Service Level: Number of incoming calls minus abandoned calls divided by total number of incoming calls = % Service Level.

EDI Top 5 calls:

1. Request to repost 835s
2. Verify electronic file transmission
3. Request to repost 999s
4. Confirm setup of MAP 380s/246s
5. Questions about 837 file structure

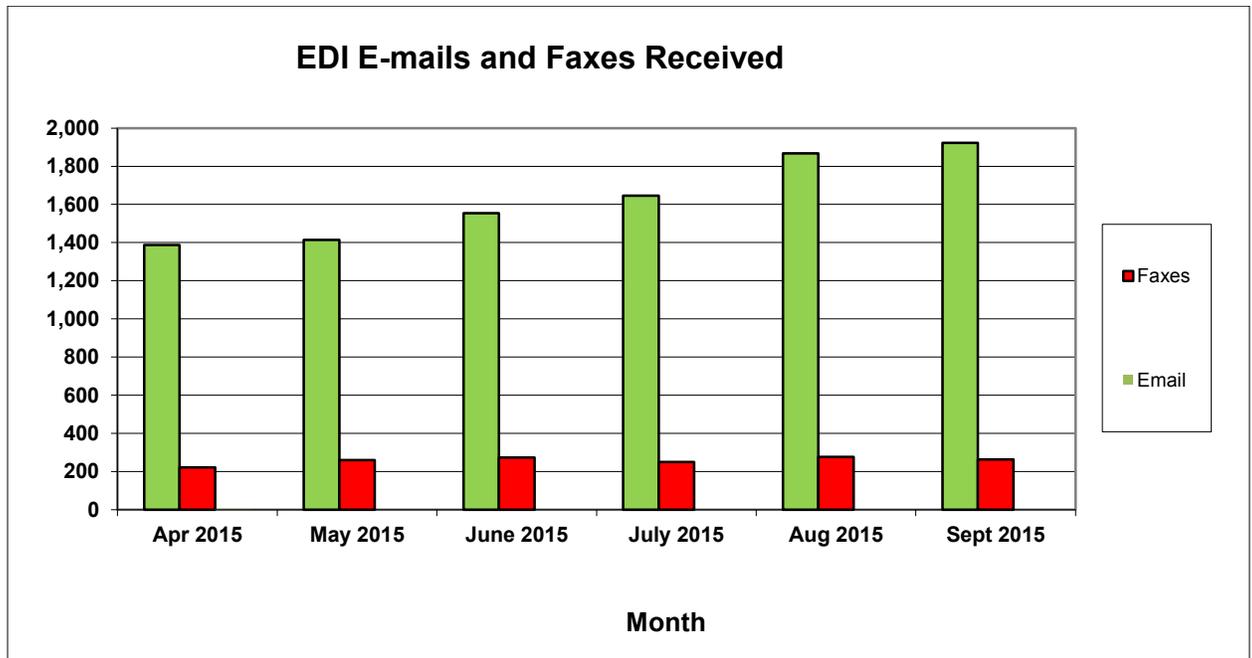
MEUPS Top 5 calls:

1. Password resets (*see table below*)
2. Request to change Administrator of account
3. PIN release request to set up new account
4. Medicaid contract has end-dated, resulting in no access to KyHealth Net
5. How to navigate member eligibility

| Category | Apr 2015 | May 2015 | June 2015 | July 2015 | Aug 2015 | Sept 2015 |
|------------------------------------|----------|----------|-----------|-----------|----------|-----------|
| Password Resets Received Via phone | 389 | 352 | 468 | 451 | 451 | 448 |

11.2 EDI E-mails and Faxes Received

| Category | Apr 2015 | May 2015 | June 2015 | July 2015 | Aug 2015 | Sept 2015 |
|-------------------------|----------|----------|-----------|-----------|----------|-----------|
| E-mails Received | 1,388 | 1,414 | 1,554 | 1,645 | 1,868 | 1,923 |
| E-mails Answered | 1,385 | 1,412 | 1,551 | 1,643 | 1,867 | 1,918 |
| Faxes Received | 222 | 260 | 274 | 251 | 277 | 263 |
| Faxes Answered | 218 | 254 | 272 | 248 | 274 | 260 |



EDI Top 5 E-mail Requests:

1. Password resets *(see table below)*
2. Status of MAP 380
3. Status of 835
4. Research
5. Verify electronic file transmission

| Category | Apr 2015 | May 2015 | June 2015 | July 2015 | Aug 2015 | Sept 2015 |
|-------------------------------------|----------|----------|-----------|-----------|----------|-----------|
| Password Resets Received Via e-mail | 271 | 267 | 271 | 336 | 346 | 350 |

EDI Top 5 Fax Requests:

1. PIN release forms* *(see table below)*
2. Change of Administrator forms* *(see table below)*
3. MAP 380s and 246s
4. 835s
5. Trading Partner Agreements

| Category | Apr 2015 | May 2015 | June 2015 | July 2015 | Aug 2015 | Sept 2015 |
|-------------------------|----------|----------|-----------|-----------|----------|-----------|
| PINs Received via fax | 140 | 146 | 118 | 127 | 111 | 122 |
| Admins Received via fax | 226 | 145 | 213 | 116 | 144 | 93 |

*All PIN release and Change of Administrator responses are outbound via e-mail only.